

Approved For Release 2001/08/31 : CIA-RDP78-04722A000300030065-1

OC-O/D-M74-077
4 March 1974

MEMORANDUM FOR: Special Support Assistant to the DD/M&S

STATINTL

THROUGH : Chief, Operations, OC

SUBJECT : Analysis of Message Preparation Efficiency

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1. During a recent briefing of Agency Support Officers by [REDACTED] Chief, Operations, OC; the question of how well cable originators and typists are complying with the Headquarters Signal Center Optical Character Reader (OCR) input requirements was asked. The question was further amplified as to the effectiveness of the briefing of typists and monitoring of message preparation in making the cable handling process more efficient.

2. Headquarters originated messages processed through the OCR/Automated Communications Terminal during the period 11 - 14 December 1973 were analyzed to determine any improvement or degradation in message preparation. In July 1973, a comparable analysis was performed and this was used as the base in calculating the percent of change. The July - December comparison follows:

<u>OCR INPUT ANALYSIS</u> <u>(Average Messages/Day)</u>	<u>July</u>	<u>December</u>	<u>Percent Change</u>	<u>Status</u>
Error Free	59.2%	60.0%	+0.8%	Improved
Operator Intervention Required to Process	40.8%	40.0%	-0.8%	Improved
Handwriting appearance	27.0%	32.0%	+5.0%	Degraded
Preparation Errors	25.0%	18.0%	-7.0%	Improved

3. As shown by the OCR input analysis, the occurrence of handwriting increased significantly in the six-month period. At least some of this increase is attributed to the rotation of personnel to Headquarters from field stations during the summer of 1973. Out of the total messages with handwritten changes,

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FOC-O/D-M74-077
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PAGE 2

our December analysis shows that 48% of the changes made were incorrectly entered on the message form. These incorrect changes are categorized as:

NOT LEGIBLE	2%
NOT #2 PENCIL	3%
NOT INITIALED	21%
INITIALED INCORRECTLY	3%
WORD DELETION BAD	19%

4. Message preparation on the OCR forms is monitored continuously and the preparing office is notified when excessive or significant errors occur on a single cable and when a repeated error of lesser significance is noted on several cables from one office or typist. It is believed that this monitoring and the briefing of typists on message preparation has contributed to lessening the preparation errors by 7% from July to December.

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Activity, OC-O

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